



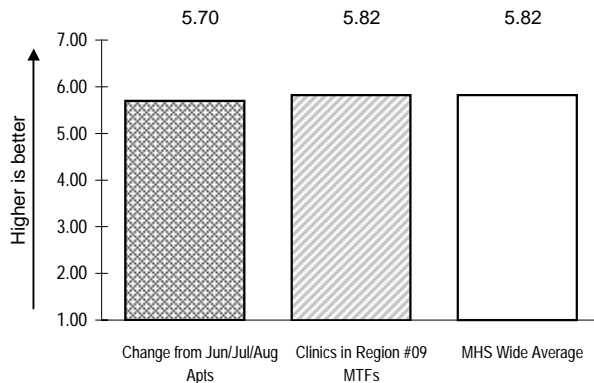
Regional Action Plan Report TRICARE Southern California Region

Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 8369 Returns As Of Cutoff = 1817 Non-deliverables = 990 Response Rate = 24.6%

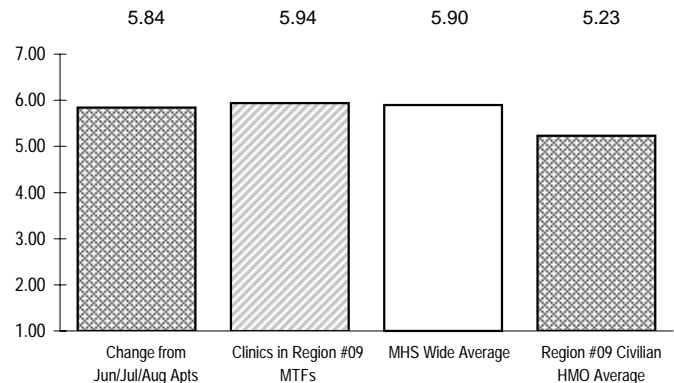
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Clinics in Region #09 MTFs
Significantly Different From Clinics in Region #09 MTFs

Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	MHS Wide Average	Region #09 Civilian HMO Average
<input type="checkbox"/>	Access Average	3.55	3.59	<input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.71	3.67	<input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)	3.73	3.72	<input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)	3.39	3.47	<input type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)	3.32	3.39	<input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.61	3.69	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Appointment wait time (Q7)	3.65	3.65	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Quality Average	4.07	4.04	<input type="checkbox"/>
<input checked="" type="checkbox"/>	** Overall quality of care received (Q3j)	4.11	4.10	<input type="checkbox"/>
<input checked="" type="checkbox"/>	** How well the care met your needs (Q3i)	4.02	3.97	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.12	4.11	<input type="checkbox"/>
<input checked="" type="checkbox"/>	How much you were helped (Q3h)	3.97	3.93	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.12	4.09	<input type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average	4.04	4.04	<input type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.10	4.07	<input type="checkbox"/>
<input checked="" type="checkbox"/>	** Attention given to what you had to say (Q3b)	4.12	4.12	<input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	3.95	3.92	<input type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)	3.93	3.94	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.10	4.13	<input type="checkbox"/>

Your rating is:



Lower



Same



Higher